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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:	)	
	)	Examiner: <b>Bui, Bing Q.</b>
<b>Baggenstoss et al.</b>	)	
	)	Art Unit: <b>2642</b>
Serial No.: <b>10/733,457</b>	)	
	)	Confirmation No. <b>8796</b>
Filed: <b>December 11, 2003</b>	)	
	)	
For: <b>Managing the Rate of Delivering</b>	)	
<b>Performance Interventions in</b>	)	
<b>A Contact Center</b>	)	

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. The filing date of the subject application is after June 30, 2003. Accordingly, Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

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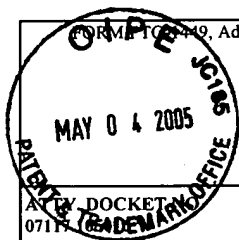
Respectfully submitted,

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 2, 2005.

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# LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ACTV DOCKET 0711	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	
AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	
AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	
AP					

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.